



SENIOR TECHNICAL SUPPORT ANALYST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of complex technical duties in the planning, design and implementation of computer and/or network systems; to provide system analysis and technical assistance to all level of computer support personnel; maintain network security; and to assist in the prevention and correction of system malfunctions.

Supervision Received and Exercised:

Receives direction from the Systems and Network Supervisor or from other supervisory or management staff.

Directs and schedules staff activities required to implement new systems hardware and software.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Assist in the design, operation, installation and maintenance of the computer infrastructure; provide technical assistance to the Business Analysts in coordinating projects and resources related to the support staff and network infrastructure.
- Manage technical projects including planning, monitoring, and preparing technical specifications for bids and purchase requests.
- Evaluate the performance of the City network resources including databases, computer systems, Network Operating Systems (NOS), storage-area networks, or application performance. Analyze problems and develop solutions to operational problems using various tools; diagnose and repair equipment in the event of a hardware or software malfunction.
- Contact computer vendor for assistance in the event of a major system malfunction, including hardware, network, or operational system software failures.

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Sr. Technical Support Analyst (continued)

- Install, recommend, and modify hardware, NOS, database systems, network services, or networking components for the City computer infrastructure; perform hardware and software upgrades.
- Provide technical assistance to staff in all departments regarding computer difficulties; analyze departmental problems and recommend solutions to meet operational needs; help train staff in the use of City network services.
- Research long-range needs of the City network services; read computer related publications and journals to keep abreast of technological advancements.
- Assist in maintaining interoperability between City operating systems including electronic mail, file transfers, network services, and database access; maintain HP3000, HP9000, Microsoft Windows, NT, or Novell NOS services.
- Assist in maintaining and evaluating the security of computer data and information; make modifications to security system.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Minimum of five years of systems management experience with any three of the following technologies; Mainframe systems, Minicomputer systems, Network Operating Systems (MPE, HPUNIX, Novell, or NT), network security, data storage technologies, database applications (Oracle, Microsoft SQL Server or Microsoft Access).

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science or a related field.

Licenses/Certifications:

May require the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Revised January 1998

Revised July 2003 (MQ change)

Revised February 2005 (IT Security Assignment)

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Sr. Technical Support Analyst (continued)

Job Code: 2381

Salary Range: 44

FLSA: Exempt

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